

# AGENCY COMPLIANCE WITH LICENSING TIME FRAMES

Submitted by the Governor's Regulatory Review Council

Under A.R.S. § 41-1078(B)

July 1, 2001 through June 30, 2002

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## Introduction

A.R.S. § 41-1072 *et seq.* required all agencies that issue licenses to have in place no later than December 31, 1998, final rules establishing overall time frames during which the agencies will either grant or deny each type of license. A.R.S. § 41-1078 requires agencies to report to the Governor's Regulatory Review Council by September 1 of each year their compliance level with their overall time frames. This report summarizes the data provided by the agencies for the 2001 - 2002 fiscal year.

## Agency Compliance Levels

Fifty-two agencies made licensing time-frame rules before June 30, 2002.<sup>1</sup> All of these agencies completed and submitted the compliance level summary form developed by the Governor's Regulatory Review Council. The attached table is the compilation of the submitted summary forms required by A.R.S. § 41-1078(B). Its main points are:

- The agencies applied time frames to 587,428 applications for licensure.<sup>2</sup>
- The agencies generally comply with their time-frame rules. They acted outside the time frame on only .3% of applications to which time frames were applied.

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<sup>1</sup> Two additional agencies completed making time-frame rules after June 30, 2002, but before the date of this report. They are the Peace Officers Standards and Training Board and the Naturopathic Physicians Board of Medical Examiners.

During the 2002 legislative session, the legislature agreed with the Arizona Power Authority that it did not need to make time-frame rules because its statutes contain time frames within which it is to act.

The following agencies have not made the time-frame rules required by A.R.S. § 41-1073: Charter Schools Board, Land Department, Board of Osteopathic Examiners, and Department of Public Safety.

<sup>2</sup> The agencies did not apply time frames to many more applications for licensure. Under A.R.S. § 41-1073(E)(2), an agency is not required to have a time-frame rule for a license that is issued within seven days after receipt of an initial application. The following agencies certified that they issued some or all of their licenses under this exemption: Department of Agriculture, Barbers Board, Department of Environmental Quality, Oil and Gas Commission, and Department of Transportation.

- Only 15 agencies (28%) acted on an application outside the time frame.
- The Department of Transportation was responsible for more than 25% of the licenses issued within a time frame. Most of these licenses fell into two categories: driver license issued after suspension, revocation, or disqualification, and personalized special plates.
- Of the applications to which time frames were applied and on which agencies acted during the year, 98.1% were granted and 1.6% were denied within the time frame.
- Less than 15% of the individuals whose applications were acted on outside the time frame received a fee refund as required by A.R.S. § 41-1077(A). This is because the other applications acted on outside the time frame were for licenses that are issued without charge.
- The agencies that acted on an application outside the time frame refunded or excused \$16,759.20 in fees and paid \$555.95 in penalties to the state general fund.

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